

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**CUSTOMER NO.: 22927**

Confirmation No.: 5212

Applicants: Walker *et al.*

Application No.: 10/578,181

Filed: May 1, 2006

Title: PRODUCTS AND PROCESSES FOR ADDRESSING A  
CUSTOMER SERVICE ISSUE

Attorney Docket No.: 04-027

Group Art Unit: 3689

Examiner: Fonya M. Long

***Request for Continued Examination (RCE)  
Pursuant to the Following Submission of an***

**AMENDMENT and RESPONSE  
to the Final Office Action mailed April 27, 2009**

**Mail Stop RCE**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Examiner:

In response to the Final Office Action mailed April 27, 2009 as Part of Paper No./Mail Date 20090331 (hereinafter the "Final Office Action"), please enter the following amendments and consider the following remarks.

Following is a detailed listing of all claims that are, or were, in the application. A status identifier is provided for every claim and the current text of every claim is presented, unless the claim has been cancelled or not entered. Current amendments to the claims are expressed in the detailed listing by strikethrough or double brackets (for deleted matter) or underlining (for added matter).